

MEETINGONE ONLINE ACCOUNT MANAGEMENT PORTAL

ACCOUNT ADMIN USER GUIDE



MeetingOne



MeetingOne

CONTENTS

Description of Roles.....	4
How to Login	4
Select a Role	5
Overview of Tabs	6
Home Tab	7
Account Profile Tab	7
Recordings Tab.....	8
Reports Tab	9
Rooms Tab.....	9
Sub-Account Tab.....	10
User Profiles Tab.....	11
Search Bar	11
Tasks	12
Create a New Audio Room	12
Edit Existing Rooms/View Existing Rooms	15
Disable an Audio Room	16
View/Edit Default Account Settings	17
Default - Room Settings	18
Default - In Call Features.....	19
Billing Codes	21
Audio Room Bulk Operations.....	25
Sub-Accounts Tab	26
Edit/View Data in Existing Sub-Accounts	26
View/Download Usage	26



MeetingOne

Add New User	28
Edit Existing User	29
Delete Existing User	29
My Profile Button	29
Additional User Interface Features	30
Change Role	30



MeetingOne

DESCRIPTION OF ROLES

A role is a level of access in the Portal. The two basic roles are Account Admin or End User. This user guide focuses on the Account Admin role.

It is possible for one user to have two or more different roles assigned to them. If they do, they will be asked to select a role when they log in.

A screenshot of a web dialog box titled "Choose Role". The dialog has a white background and a dark red header. The text inside reads: "This user account has several levels available, please select one." Below this, there are four radio button options: "ACCOUNT ADMIN - MeetingOne USA /" (selected), "ACCOUNT ADMIN - Trial Trial /AK287DJ14EA4", "ACCOUNT ADMIN -", and "End User". At the bottom, there is a checkbox labeled "Make this my default profile and do not show me this screen again." with the subtext "You can always reset your login profile under My Profile at a later time." Below the checkbox are two buttons: "Set Role" and "Cancel".

Someone with multiple roles can either select a default role once, or pick a role every time they log into Online Account Management. If the bulk of what they will be doing within Online Account Management relates to a single role, they can make this their default role by checking the *Make this my default profile* checkbox.

- **Account Admin:** The Account Admin role has the ability to edit their account, as well as all sub-accounts and rooms that have been created under the account.
 - **Parent Account:** This is the highest level account. An Account Admin at this level can access all users, sub-accounts, and rooms created under the parent account.
 - **Sub-Account:** This is an account under a parent account. An Account Admin at this level can access all users, sub-accounts, and rooms created under the sub-account. However, they cannot access, view, or edit information in their parent account or other sub-accounts not in their hierarchy.
- **End User (aka Product or Room Admin):** End Users can only perform actions on their audio room. They have no ability to view, edit, or access information at an account level. If they are an End User on more than one room, they can toggle between the different rooms while in this role. For more information on what this role can do, please refer to the Online Account Management End User Guide.

HOW TO LOGIN



MeetingOne

MeetingOne's Online Account Management portal is available at <https://meetingone.myconferenceportal.com/OAM/app>.

You will need to know your Username and password.

If this is your first time trying to log into Online Account Management or you have forgotten your password, you can use the *Forgot your Password?* link to request your password; it will be sent to the email address entered as long as that address has been set up as a user in our system. This email address also acts as the *Username*. If you don't get an email after clicking the *Forgot your Password?* link, contact the MeetingOne customer service team at 888.523.8445 or support@meetingone.com for assistance.

Welcome to your online account.

You can manage all of your MeetingOne services, Conference Hosts, as well as start your meetings, or even pay your bill.

Log in now!

Username:

Password:

Remember Me

Forgot your password? [Click Here](#)

First time user? [Click Here](#)

SELECT A ROLE

When logging in, you may be presented with an option to choose a role for yourself. Most users will not encounter this, but if you're acting as an Account Admin for your account and also have an audio conference room, you will be presented with the option to select a role between these roles. Select the *Account Admin* role.



MeetingOne

Choose Role

This user account has several levels available, please select one.

ACCOUNT ADMIN - MeetingOne USA

End User

Make this my default profile and do not show me this screen again.

You can always reset your login profile under My Profile at a later time.

After you click on the *Set Role* button, you will be logged in and taken to the tab you were on the last time you were in Online Account Management. If this is your first time logging you, you'll be taken to the *Home* tab for your Account.

If you have checked the *Make this my default profile box* for the selected role, you will not be presented with the option to select a role each time you log in. The selection of a default role can be reversed by clicking on the *My Profile* button (in the upper right corner), selecting the *Check this to turn off the default role* checkbox, and clicking the *Save* button.

Profile

My Info

Company: MeetingOne USA

First Name: John

Last Name: Smith

Mailing Address:

Email: johnsmith@meetingone.com

Phone:

Reset Password

Old Password*

New Password*

Confirm Password*

Current Default Role: None

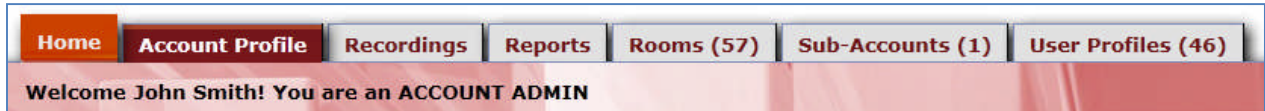
Check this to turn off default role.

OVERVIEW OF TABS



MeetingOne

Once logged in you will see a row of tabs. Each tab and its functions will be explained in the rest of this document.



HOME TAB

This is the default landing page when an Account Admin first logs into Online Account Management. It lists common tasks an Account Admin is likely to perform, provides a brief description of the tasks and associated links. It's not necessary to access the tasks from the home page once you become familiar with Online Account Management; you can go to the individual tabs or links directly once you're familiar with them.

The *Home* tab also displays a list of most recently accessed accounts, which is helpful if you have access to multiple accounts.

ACCOUNT PROFILE TAB

This tab displays the *Account Name*, *Account Number*, *Primary Contact*, *Billing Contact*, and *Technical Contact* for the account being viewed.

The Account Admin can change any of this information except the *Account Name* and *Account Number*.

When the primary or billing contact's email address is changed, a prompt to create a new user for the changed contact will appear. This is because the user's email is also their username for Online Account Management. If the contact's email is changed, a new user must be created in order for them to log in.



MeetingOne

MeetingOne conferencing *Real Service in a Virtual World*

Online Account Management MeetingOne USA

User Name: johnsmith@meetingone.com
Name: John Smith
Role: ACCOUNT ADMIN
[Change Role](#)

User Guide My Profile Logout

Search in Room Number/Name for

Home Account Profile Recordings Reports Rooms (57) Sub-Accounts (1) User Profiles (46)

Account Detail
Account Name MeetingOne USA Account # A01000000099 Service MO_Pro
Website Client Reference

Primary Contact
First Name* Steven Country* United States
Last Name* Maxfield Address1* 501 S Cherry St.
Title Address2 Suite 1000
Email* cnation@meetingone.com City* Denver
Phone* 3036232530 Ext. State/Province* CO
Fax Mobile Zip/Postal Code* 80246

Billing Contact
Same as Primary
First Name* Carol Country* United States
Last Name* Nation Address1* 501 S Cherry St.
Title Address2 Suite 1000
Email* cnation@meetingone.com City* Denver
Phone* 3032440023 Ext. State/Province* CO
Fax Mobile Zip/Postal Code* 80246

Technical Contact
Same as Primary
First Name Carol Country United States

Copyright 2011 MeetingOne Home Terms and Conditions Customer Service (1-888-523-8445)

RECORDINGS TAB

This tab allows the user to access all recordings that have been created for audio rooms existing under the account. You can search for recordings in the account and any sub-accounts.

To search for a recording, the user must select the account they wish to search in. They can then narrow down the search to individual audio rooms under that account. The results will show all recordings within the last 30 days for the audio room. After 30 days recordings are permanently deleted. Two formats for the recordings are offered: .mp3 or .wav file. Click on either option to save or open the file



MeetingOne

Home Account Profile **Recordings** Reports Rooms (57) Sub-Accounts (1) User Profiles (46)

Account MeetingOne USA Find
Room 8663950963 Recording

Room	Date	Time	Duration	Download	Expiration
8663950963	2011-05-04	08:52:51-06:00	00:00:10	wav, mp3	2011-06-04

Delete

Recordings are only kept for 30 days.

REPORTS TAB

This tab allows the user to view conference information for all rooms that exist under the account. Reports can be generated for all conferences under the account or on a per room or per conference basis.

Home Account Profile Recordings **Reports** Rooms (6) Sub-Accounts (0) User Profiles (1)

Account * MeetingOne - Trial for Public Toll Free Start Date 2011-02-17
Room * All End Date 2011-05-17
Billing Code

Run Report
Export as Excel
Export as PDF

Room Number	Room Name	Accumulated Minutes
1084536	ELT - Room 3	37.7
1970187	ELT - Room 2	84.7
8595461	Heather Testing	3.4
9263142	ELT - Room 1	292.8

ROOMS TAB

This tab allows the user to manage all audio rooms that exist directly under the account, create new rooms, perform bulk operations on a group of rooms, manage room settings at an account level, and export a listing of rooms.

To view or edit a specific audio room, click on the *Room Number* and you will be taken into the room view for the selected room. You will now see the end user view of the audio room you have clicked on. From here you can view any room information, or change any settings specific to just the one room. See the Host / Room User Guide for more information on settings that can and cannot be changed.

The bulk operations on rooms that can be performed include disabling / enabling, moving, resetting PINs, or resending the welcome email on one or more rooms.



MeetingOne

Home Account Profile Recordings Reports Rooms (2) Sub-Accounts (0) User Profiles (2)

MO_Public (2)

<input type="checkbox"/>	Room Number	Pin	Room Name	Status	Last Use
<input type="checkbox"/>	8529524		Candy Jones	Enabled	N/A
<input type="checkbox"/>	1811961		John Smith	Enabled	N/A

Make this my Default Page

SUB-ACCOUNT TAB

This tab allows the user to view all accounts that have been created under the account the user is currently logged into. Accounts can be edited from this page.

Real Service in a Virtual World

Online Account Management
 MeetingOne USA

User Name: johnsmith@meetingone.com
Name: John Smith
Role: ACCOUNT ADMIN
[Change Role](#)

Search in Room Number/Name for

Home Account Profile Recordings Reports Rooms (57) Sub-Accounts (1) User Profiles (46)

<input type="checkbox"/>	Number	Ref Number	Name	Created
<input type="checkbox"/>	A01000063918		MeetingOneOps	2011-02-28

To edit an account, click on the account name and you will go to the Sub-Accounts tab for the selected account.

For navigation purposes, you will see a new field appear under the MeetingOne logo that shows the account you are currently looking at along with the account you were previously in.



MeetingOne

MeetingOne conferencing *Real Service in a Virtual World*

Online Account Management **User Name:** johnsmith@meetingone.com **User Guide** **My Profile** **Logout**

[MeetingOne USA \(Go Back\)](#) **Name:** John Smith
Account - MeetingOneOps **Role:** ACCOUNT ADMIN [Change Role](#)

Search in Room Number/Name for **Go**

Home **Account Profile** **Recordings** **Reports** **Rooms (0)** **Sub-Accounts (0)** **User Profiles (0)**

Number	Ref Number	Name	Created

By clicking on the name of the account you were previously viewing, you will be taken back to that account.

USER PROFILES TAB

This tab allows the Account Admin to create, edit, and delete users.

Home **Account Profile** **Recordings** **Reports** **Rooms (0)** **Sub-Accounts (1691)** **User Profiles (1)**

Name	Email	Title	Phone
Matt t Griffin	mgriffin@meetingone.com	Trial	

Create User
Delete User

SEARCH BAR

The search function (upper right corner) allows Account Admins to search for Accounts, Rooms, or Users that exist under their account. Accounts can be searched by Account Name or Account Number. Rooms can be searched by Room Number or Host Name. Users can be searched by First and Last name or by Username.

To use the search function, select the category you wish to search and enter the name or number of the object you are searching for.

Search in Room Number/Name for **Go**



MeetingOne

After you have searched for an object, a *Search Results* pop up will appear with a listing of matches. If the list is too large, enter a more specific identifier for the object you are searching for. If you're not finding what you're looking for, enter a more general identifier for the object you are searching for.

TASKS

CREATE A NEW AUDIO ROOM

New audio rooms can be created by the Account Admin. The new rooms will be created under the account that the Admin is viewing.

To create a new room, go to the *Rooms* tab and select the *Create Rooms* button.

The screenshot shows the MeetingOne web interface. At the top, there are navigation tabs: Home, Account Profile, Recordings, Reports, Rooms (2), Sub-Accounts (0), and User Profiles (2). The 'Rooms (2)' tab is highlighted with a red box. Below the tabs, there is a sub-tab 'MO_Public (2)'. A table displays the current rooms:

<input type="checkbox"/>	Room Number	Pin	Room Name	Status	Last Use
<input type="checkbox"/>	8529524		Candy Jones	Enabled	N/A
<input type="checkbox"/>	1811961		John Smith	Enabled	N/A

To the right of the table is a vertical sidebar with several orange buttons: Create Rooms, Enable Rooms, Disable Rooms, Move Rooms, Reset Pins, Resend Welcome Emails, Default Settings, and Export. The 'Create Rooms' button is highlighted with a red box. At the bottom of the sidebar, there is a checkbox labeled 'Make this my Default Page'.

Once you have clicked on the *Create Rooms* button, an *Audio Room Detail* pop up will appear. At this point, you can either upload a spreadsheet if you're creating a number of rooms or you can enter the room information manually for each room you want to create.

Enter the number of rooms you wish to add and then click on the "Change" button. This will display the required fields for all of the rooms you wish to create.



MeetingOne

Audio Room Detail

[Click here for upload](#)

Summary Email

Send To:

Additional email 2:

Additional email 3:

Number of Rooms: Up to 9 rooms

Room 1

User's First Name: *

User's Last Name: *

Room Name: (Optional)

Phone:

Email: *

Send host room info?

Also send info to:

Use the Upload feature by clicking on the *Click here for Upload* link. The pop up will change to one labeled *Upload New Audio Rooms*.



MeetingOne

Upload New Audio Rooms
✕

Fill out the following info to receive the summary email.

Your name:

Your Email:

Additional Email:

Additional Email:

Instructions

Download the spreadsheet template, and enter the fields for each room you want to provision. Save the file then use the browse button to place it in the "File to Upload" field above.

[Sample Excel File](#)

RoomNumber	Between 7 and 9 digits (Only used for Public Service. Can be requested, but not required. Leave blank for random.)
FirstName	40 or less characters (Required)
LastName	40 or less characters (Required)
RoomName	40 or less characters
Email	Valid email address for room host(Required)
SendEmail	Yes/No/blank - Send email to room host with details, default is No
AdditionalEmailToSend	You can copy another person to receive the detailed email.

Rooms must be uploaded using a specifically formatted Excel spreadsheet, which is available for download by clicking on the *Sample Excel File* link. After you have downloaded the sample spreadsheet, complete the required fields, which are FirstName, LastName, and Email, which are highlighted in red. The fields highlighted in yellow are optional. Up to 50 rooms can be created at once using the upload.

In both the upload and the manual room creation process, an email address is required. During the room creation process, this email address will be added as a user to the room. The new user will have the End User role assigned to the room created and will only be able to view their room.

You can request that the system automatically send the room host their room information as part of the creation process. For manual entry, select the *Send host room info?* checkbox and upon creation, a Welcome Email with room information will be generated. In the upload option, the *SendEmail* field determines if the email is sent or not.

If you wish to receive a copy of the email sent to the host or want to send the email to others (such as an administrative assistant or someone else who might help the host with the room), you can enter up to 3 additional recipients using the *Also send info to:* fields. For the upload option, the *AdditionalEmailToSend* field controls who else receives the Welcome Email.



MeetingOne

The Summary Email fields on both the manual and upload options determine who will be sent a summary of what was provisioned. This summary email differs from the email sent to the room host. If you want to be copied on the Welcome Email and are creating 5 rooms, you will get 5 separate emails. However, if you want to get a summary email instead, you will get one email that summarizes the information for all 5 rooms provisioned.

After the rooms are successfully created, you will be returned to the *Rooms* tab where you will see the newly created rooms in the list of existing rooms. These rooms can be used immediately.

EDIT EXISTING ROOMS/VIEW EXISTING ROOMS

To edit or view existing rooms, click on the *Rooms* tab. A list of existing rooms under the account will be displayed.

To view or edit a specific audio room, click on the *Room Number* and you will be taken into the room view for the selected room. You will now see the end user view of the audio room you have clicked on. From here you can view any room information, or change any settings specific to just the one room. See the Host / Room User Guide for more information on settings that can and cannot be changed.

The screenshot shows the MeetingOne account management interface. At the top left is the MeetingOne logo and the text "MeetingOne conferencing". To the right of the logo is the text "Real Service in a". Below the logo is the "Online Account Management" section. It includes a "Now looking at:" field with the value "8772129682" and two links: "MeetingOne USA (Go Back)" and "Test Account (Go Back)". To the right of this section is the "User Name:" field with the value "mgriffin@meetingone.com", the "Name:" field with the value "Matt t Griffin", and the "Role:" field with the value "ACCOUNT ADMIN". There is a "Change Role" link below the role field. Below the user information is a navigation bar with tabs: "Home", "Settings", "Recordings", "Reports", "Directory", and "History". The "Settings" tab is selected. Below the navigation bar is the "My Account Info" section, which contains a table with the following data:

Account	Test Account	Created	2011-01-04
Account Number	AM004CP0234F	Last Modified	2011-01-04

Below the "My Account Info" section is the "Room Info" section, which contains a table with the following data:

Room Number	8772129682
Host PIN	
Direct Access Number	448458698223
Room Name:	Test Room
Phone	3031234567

Below the "Room Info" section is a "Manage Delegates" link and a "Save" button. To the right of the "Room Info" section are three buttons: "Manage Directory", "Print Wallet Card", and "Reset Host PIN".

Within the end user view of a room, the Account Admin can change some of the higher level room settings under the *Settings* tab that an end user is not able to do themselves.



MeetingOne

In the *Settings* tab, the End User can only change the *In Call Features* for their room. The Account Admin can change the default *Room Settings*, the room's End User cannot. For the *Room Settings* values, the Account Admin can only limit the settings, they are unable to expand them. For example, the *Maximum Participant* value is 150. The Account Admin could decrease the value, but would not be able to expand it above 150. Any increase in the *Room Settings* needs to be requested through MeetingOne customer service.

DISABLE AN AUDIO ROOM

An Account Admin can stop use of an Audio Room by disabling the room.

To disable a room, click on the *Rooms* tab. You will see a list of existing rooms under the account. The far left column is a checkbox for each room. Check the box of the room(s) you wish to disable and click on the *Disable Rooms* button. You will be prompted to confirm you want to disable the selected room(s). If you confirm the disabling, the room will show *Disabled* in the *Status* column. The room host will no longer be able to use the room. This action can be reversed by selecting the room and clicking on the *Enable Rooms* button.

The screenshot shows the MeetingOne interface with the 'Rooms' tab selected. The table below lists the rooms:

<input type="checkbox"/>	Room Number	Pin	Room Name	Status	Last Use
<input type="checkbox"/>	8529524		Candy Jones	Enabled	N/A
<input type="checkbox"/>	1811961		John Smith	Enabled	N/A

The sidebar on the right contains the following buttons: Create Rooms, Enable Rooms, **Disable Rooms** (highlighted with a red box), Move Rooms, Reset Pins, Resend Welcome Emails, Default Settings, and Export.



MeetingOne

Home Account Profile Recordings Reports **Rooms (2)** Sub-Accounts (0) User Profiles (2)

MO_Public (2)

<input type="checkbox"/>	Room Number	Pin	Room Name	Status	Last Use
<input type="checkbox"/>	8529524		Candy Jones	Enabled	N/A
<input type="checkbox"/>	1811961		John Smith	Enabled	N/A

Create Rooms
Enable Rooms
Disable Rooms
Move Rooms
Reset Pins
Resend Welcome Emails
Default Settings
Export

VIEW/EDIT DEFAULT ACCOUNT SETTINGS

To view or edit the account settings, click on the *Rooms* tab. You will see a button on the right side labeled *Default Settings*.

Home Account Profile Recordings Reports **Rooms (57)** Sub-Accounts (1) User Profiles (46)

MO_Pro (57)

<input type="checkbox"/>	Room Number	Pin	Room Name	Status	Last Use
<input type="checkbox"/>	8667903383		!Trace Webster 7	Room Disabled	N/A
<input type="checkbox"/>	8667904004		Adele Linsten	Enabled	5/12/2011
<input type="checkbox"/>	8667718403		Andy Ghinaudo	Enabled	4/4/2011
<input type="checkbox"/>	8666807157		Carol Jones - Test	Room Disabled	N/A
<input type="checkbox"/>	8663950963		Carol Nation	Enabled	5/11/2011
<input type="checkbox"/>	8772439351		Carol Nation - Test	Room Disabled	12/16/2010
<input type="checkbox"/>	8668569934		Carol Nation - Test DTF	Room Disabled	N/A
<input type="checkbox"/>	8662429921		Carol Nation Test2	Room Disabled	2/3/2011
<input type="checkbox"/>	8778223444		Carri Martin	Enabled	5/4/2011
<input type="checkbox"/>	8773061061		CS Webinars	Enabled	4/29/2011
<input type="checkbox"/>	8667903323		Donna Sue	Enabled	12/14/2010
<input type="checkbox"/>	8887484045		EDC Training room	Enabled	N/A
<input type="checkbox"/>	8772642044		Eric Weaver	Enabled	2/1/2011
<input type="checkbox"/>	8667020634		Harvey Brookes	Enabled	N/A
<input type="checkbox"/>	8772600532		Heather	Enabled	5/10/2011
<input type="checkbox"/>	8667949812		Heather Test	Room Disabled	N/A
<input type="checkbox"/>	8662119931		Jackie Specht	Enabled	5/11/2011
<input type="checkbox"/>	8668842352		Jennifer Brinkmeyer	Enabled	5/26/2010
<input type="checkbox"/>	8662423221		Jim Richardson	Enabled	N/A
<input type="checkbox"/>	8772165150		Joseph Rinaudo	Enabled	N/A

1-50 Of 57
Previous Next
<< >>
Show All

Create Rooms
Enable Rooms
Disable Rooms
Delete Rooms
Move Rooms
Reset Pins
Resend Welcome Emails
Default Settings

Click on it and a pop up box with Account Level Product Settings will open. There are three account level tabs that can be viewed / managed: *Default Settings*, *Billing Codes*, and *Dialout Restrictions*.



MeetingOne

Account Level Product Settings

Default Settings | Billing Codes | Dialout Restrictions

Room Settings		In Call Features			
	Defaults		Defaults		
Maximum Participants:	150	150	Mute All:	No	No
Maximum Subconferences:	20	20	Disable Participant Self Mute:	No	No
Maximum Inactive Time:	90	90	Disable Doorbell:	No	No
Waiting Time:	5	5	Ring Doorbell on Dialout:	Yes	Yes
Minimum Billing Code Size:	4	4	Disable Prompts:	No	No
Maximum Billing Code Size:	20	20	Prompt for Language:	No	No
Maximum Duration:	0	0	Prompt for Listener Count:	No	No
Allow Domestic Dialouts:	Yes	Yes	Access Mode:	OPEN	OPEN
Allow International Dialouts:	No	No	Access Code:		
Allow Remote Access:	Yes	Yes	Enable IAC on Dialout:	No	No
Mandate Billing Code:	No	No	Roll Call Mode:	NONE	NONE
Prompt Set:	DEFAULT	DEFAULT	Language:	English	en
Command Set:	Default	DEFAULT	Suppress Restricted:	No	No
Mask Inbound Number:	Default				

Close Save Settings

All audio rooms under an account inherit their settings from the account level settings unless the setting has been specifically changed at a room level. This allows an account admin can make account level changes that will apply to all rooms under the account. An account admin has the ability to edit *Room Settings* and *In Call Features*, both at an account and specific room level, while an end user only has the ability to edit *In Call Features* for their specific room.

DEFAULT - ROOM SETTINGS

- **Maximum Participants:** This determines how many people can join an audio conference simultaneously. This setting can only be decreased or raised to the Default level; it cannot be set higher by the Account Admin. Contact MeetingOne customer service if the value needs to be higher.



MeetingOne

- **Maximum Subconferences:** This limits the number of subconferences that can be opened in an audio conference. Currently a maximum of 20 subconference rooms can be created in an audio conference.
- **Maximum Inactive Time:** If the host accidentally disconnects from the conference while participants are still in the call, the conference will remain open for a specified duration. This setting tells the conference how long to stay open after a host has disconnected from the call. This setting is in minutes.
- **Waiting Time:** When a participant calls into an audio conference and the host has not opened the conference yet, they will remain in the waiting lounge for a specified amount of time before being disconnected. This setting determines how long participants can wait in the waiting lounge before they are disconnected from the system, if the host doesn't open the room.
- **Minimum Billing Code Size:** By Default, when entering a billing code, the conference host must enter a billing code equal to or longer than 4 digits. This setting allows the Account Admin to change the minimum billing code size that the conference host must enter. This setting must be at least 4 and cannot be greater than the *Maximum Billing Code Size* setting.
- **Maximum Billing Code Size:** By Default, when entering a billing code, the conference host must enter a billing code equal to or less than 20 digits. This setting allows the Account Admin to change the maximum billing code size that the conference host must enter. This setting must be no more than 20 and cannot be less than the *Minimum Billing Code Size* setting.
- **Maximum Duration:** A hard limit can be set on how long a conference is allowed to be open. This setting limits how long a conference may remain open. This setting must be entered in minutes. 0 is the default and means that the conference is not limited and can remain open 23 hours and 59 minutes.
- **Allow Domestic Dial outs:** This is a Yes/No setting that will allow or disallow dial outs to numbers in the US. When set to *Default* this setting will inherit the Account level Setting.
- **Mandate Billing Code:** This is a Yes/No setting that will require the conference host to enter a billing code after entering their host PIN when set to *Yes*. The host will not be able to enter the conference if they do not enter a valid billing code. When set to *No*, this setting will not require a billing code be entered by the room host. When set to *Default* this setting will inherit the Account level Setting.

Leave any of the above fields blank to set them to their Default value, which is determined by MeetingOne.

DEFAULT - IN CALL FEATURES

- **Mute All:** Yes/No setting that mutes all participants (NOT the host) entering the conference when set to *Yes*. When set to *No* all participants joining the conference will join un-muted.



MeetingOne

When this is set to Yes participants joining muted will not be able to un-mute their own lines unless Participant Self Mute is enabled.

- **Disable Participant Self Mute:** Yes/No setting that will allow participants to mute and un-mute their lines when set to No. When set to Yes, participants will not be able to mute and un-mute themselves.
- **Disable Doorbell:** Yes/No setting that will turn off the doorbell chime for participants entering the conference on dial out or dial in when set to Yes. When set to No a chime will play for every participant that enters the conference.
- **Ring Doorbell on Dialout:** Yes/No setting that will turn off the doorbell chime for participants entering the conference on DIALOUT only when set to No. When set to Yes, a chime will play every time a participant joins the call via dialout.
- **Disable Prompts:** Yes/No setting that will turn off audio prompts to the conference when set to Yes. When set to No, all audio prompts will play to the audio conference. ****Note**** Some audio prompts cannot be disabled, even when this setting is set to Yes. They include the recording and un-muting prompts.
- **Prompt for Language:** Yes/No setting that will prompt entering participants to choose a language they wish to hear their audio prompts in during the conference when set to Yes. When set to No, participants will not be prompted to choose a language they wish to hear prompts in.
- **Prompt for Listener Count:** Yes/No setting that will prompt entering participants to enter a number corresponding to the number of people listening to the audio conference at their location when set to Yes. When set to No, participants will not be prompted to enter the number of people listening to the audio conference.
- **Access Mode:** This setting changes how participants can enter the Audio Conference. There are 6 different types of access.
 - **Open:** This lets participants join the conference at any time after the host has opened the conference; there is no restriction in this mode.
 - **Locked:** This allows the host to lock the room; no participant can enter the conference unless dialed out to by the host in this mode.
 - **Code:** This allows the host to set a 4 to 6 digit access code that all participants must enter before they can enter the conference. The Access Code is entered in the Access Code field.
 - **IAC:** This allows the host to required individual access codes; participants must enter their IAC to join the conference. Individual Access Codes (IACs) are created in the directory; if IACs are not created in the directory, the participants will not be able to join the conference.
 - **Code_IAC:** This allows a host to set a general access code that all participants must enter as well as an IAC that participants must enter. The Access Code is entered in the



MeetingOne

Access Code field. . Individual Access Codes (IACs) are created in the directory; if IACs are not created in the directory, the participants will not be able to join the conference.

- **Screened:** This forces participants to wait in the waiting lounge until the host lets them into the conference one by one.
- **Enable IAC on Dialout:** From within an Adobe Connect meeting room, if the host has allowed it, a participant can dial out to themselves. This setting would require a participant to enter an IAC once they've dialed out to themselves to join the conference. Individual Access Codes (IACs) are created in the directory; if IACs are not created in the directory, the participants will not be able to join the conference.
- **Access Code:** This is where the host enters an access code that they would like participants to enter when access modes are set to Coded or Code_IAC. If either of these access modes are selected, the Access Code field is required. Access codes can only be 4 to 6 digits, and can only be numeric.
- **Roll Call Mode:** Roll Call Mode asks participants calling into the conference to say their first and last name. When they join the conference their name is either played to the entire conference or to the host only. The host can also decide to play the recordings of people's names on demand.
 - **NONE:** Will disable Roll Call Mode.
 - **ON_DEMAND:** Will save the recordings of people's names so that the host can play them back later in the conference.
 - **ANNOUNCE_HOST:** Will announce participant's names to the host only when they join the conference.
 - **ANNOUNCE_CONFERENCE:** Will announce participant's names to the entire conference when they join the conference.
- **Language:** This setting changes what language the conference hears prompts in. The options are: Dutch, English, UK English, French, German, Japanese, and Spanish.

Leave any of the above fields blank to set them to their Default value, which is determined by MeetingOne.

The above features can all be changed by the audio host during a live call using audio keypad commands. If an audio host uses key pad commands to make the change during a call, the setting is only applicable for the duration of the call. The setting will revert back to what's set in OAM for the next call.

BILLING CODES



MeetingOne

The second tab in the Default Settings window is labeled “Billing Codes”. This tab allows you to manage the billing code validation rules for your account. Billing code validation rules require a billing code to be entered in a certain way. Billing code validation is generally used when the *Mandate Billing Code* field is set to *Yes*. This requires conference hosts to enter a billing code with their host PIN when joining the conference; billing code validation will limit what they can enter as a valid billing code.

Account Level Product Settings

Default Settings **Billing Codes** Dialout Restrictions

For Guidelines, [Click Here](#)

Submit your new billing codes

Set to: Disallowed Allowed

Billing codes can be 4 to 20 characters. Enter your billing codes in the text box to the left.

Example:

990099
888888
77445566

No billing code validation

You can select to have no codes.

BILLING CODE VALIDATION LISTS

There are two different kinds of validation lists you can create: *Allowed* or *Disallowed*. The *Allowed* list is a list of acceptable billing codes; any billing code not on the *Allowed* list will not be accepted. The *Disallowed* list is a list of numbers cannot be entered as a billing code; any billing code on the *Disallowed* list will not be accepted.

As an example, if 12345 is the only number on the *Allowed* list, the only billing code that would be accepted is 12345.



MeetingOne

If 12345 was the only number on the *Disallowed* list, any billing code other than 12345 would be accepted.

A wild card character (an asterisk *) can be included to create a number that starts with or ends with a certain combination of numbers. For example, if 999* is on the *Allowed* list, anything that starts with 999 will be accepted. If *999 is on the *Disallowed* list, anything that ends with 999 will not be accepted.

Additional billing code guidelines are available on the *Billing Codes* tab.

Account Level Product Settings

Default Settings **Billing Codes** Dialout Restrictions

[For Guidelines, Click Here](#)

Submit your new billing codes

Set to: Disallowed Allowed

Set Codes

Billing codes can be 4 to 20 characters. Enter your billing codes in the text box to the left.

Example:

```
990099
888888
77445566
```

No billing code validation

You can select to have no codes.

No Codes

Close

ADDITIONAL BILLING CODE INFORMATION

No Codes Button: This will remove all restrictions for the account being edited. For more details, click on the *Guidelines* button.

Billing Code Validation rules can also be managed on a per room basis so that not every room in your account must adhere to the billing code rules. To manage billing code validation at a room level, go



MeetingOne

to the *Rooms* tab, select the room you wish to edit, and go to the *Settings* tab for the room. There is a *Billing Code Validation* link at the bottom of the *In Call Features* list.

Home Settings Recordings Reports Directory History

Room Number 8667903383
Host PIN
Direct Access Number 448458698223

Save Cancel

Room Settings

	Defaults
Maximum Participants:	150
Maximum Subconferences:	8
Maximum Inactive Time:	90
Waiting Time:	5
Minimum Billing Code Size:	4
Maximum Billing Code Size:	20
Maximum Duration:	0
Allow Domestic Dialouts:	Default Yes
Mandate Billing Code:	Default No

In Call Features

	Defaults
Mute All:	Default No
Disable Participant Self Mute:	Default No
Disable Doorbell:	Default No
Ring Doorbell on Dialout:	Default Yes
Disable Prompts:	Default No
Prompt for Language:	Default No
Prompt for Listener Count:	Default No
Access Mode:	Default OPEN
Access Code:	
Roll Call Mode:	Default NONE
Language:	Default en
Default Billing Code:	

[Billing Code Validation](#)

Save Cancel

A window very similar to the one for the account level billing codes will appear. All of the same rules apply regarding *Allowed* and *Disallowed* lists. The only difference between the two is that at the room level there is one extra button and a section that shows the billing code validation rules that have been set at the account level.

The extra button is labeled *Clear* and is in the *Clear Billing Codes* section. This button will delete any room level billing code validation previously set. If the room level billing code validation is cleared, the room will use the account level billing code validation rules. If you have billing code validation set at an account level, the room will still be subject to those validation requirements.



MeetingOne

Billing Code Management

For Guidelines, Click Here

Submit your new billing codes

Set to: Disallowed Allowed

16851
65165

Set Codes

Billing codes can be 4 to 20 characters. Enter your billing codes in the text box to the left.

Example:

990099
888888
77445566

No billing code validation

You can select to have no codes.

No Codes

Clear Billing Codes
(Inherits account level settings)

You can select to clear codes and inherit codes set at the account level.

Clear

Account Billing Codes

*

AUDIO ROOM BULK OPERATIONS

Bulk operations can be performed on multiple audio rooms simultaneously. The following bulk actions can be performed:

- **Enable / Disable Rooms:** Disabling an audio room immediately stops anyone from being able to access it (including the host). Any participant or host who calls the room number will hear a prompt telling them that the room number is not valid. Enabling reverses disabling and the room can be used again.
- **Move Rooms:** Allows the Account Admin to move a room from one sub-account to another.
- **Reset PINs:** Resets the host PIN for all rooms selected. The change is effective immediately.
- **Resend Welcome Emails:** This will send out the welcome email that is usually sent out to the room host when their audio room is first created. The welcome email provides them with their audio conference room number, host PIN, access number (if applicable), and some basic information about using their room.



Home Account Profile Recordings Reports **Rooms (2)** Sub-Accounts (0) User Profiles (2)

MO_Public (2)

<input type="checkbox"/>	Room Number	Pin	Room Name	Status	Last Use
<input type="checkbox"/>	8529524		Candy Jones	Enabled	N/A
<input type="checkbox"/>	1811961		John Smith	Enabled	N/A

- Create Rooms
- Enable Rooms
- Disable Rooms
- Move Rooms
- Reset Pins
- Resend Welcome Emails
- Default Settings
- Export

Make this my Default Page

SUB-ACCOUNTS TAB

An Account Admin can access sub-accounts under their account. Sub-accounts can be used for billing organization, to separate regions or departments; a separate invoice bill be received for each sub-account. If a new sub-account is needed for organization or billing purposes, please contact the MeetingOne customer service team.

EDIT/VIEW DATA IN EXISTING SUB-ACCOUNTS

To view or edit sub-accounts, go to the *Sub- Accounts* tab. This will show a list of all of the accounts under the account you are logged into. To edit or view an account in the list, click on it. This will change your view; you will now be viewing the information for the sub-account you selected. All of the tabs will now show information for the sub-account you selected. All of the tabs for the sub-account are the same as the Parent account's tabs; they just contain information for the sub-account rather than the parent. If you wish to return to the parent account at any time, look in the upper left corner of the screen to see your parent account.

VIEW/DOWNLOAD USAGE

The Account Admin can view usage for all rooms that exist under their account, including any rooms that belong to a sub-account under their account. By clicking on the *Reports* tab, the Account Admin can see a list of rooms with their usage for a specified date.



MeetingOne

Home Account Profile Recordings **Reports** Rooms (6) Sub-Accounts (0) User Profiles (1)

Account * MeetingOne - Trial for Public Toll Free Start Date 2011-02-17
 Room * All End Date 2011-05-17
 Billing Code

Run Report
 Export as Excel
 Export as PDF

Room Number	Room Name	Accumulated Minutes
1084536	ELT - Room 3	37.7
1970187	ELT - Room 2	84.7
8595461	Heather Testing	3.4
9263142	ELT - Room 1	292.8

To view reports; select the account you wish to view, then select the room or rooms you wish to view. Selecting *All* will show you information for all rooms under the selected account. Once you have selected the appropriate account and room(s), you can select a date range for the report.

Another option is to search by *Billing Code*, this will only work if your room hosts use billing codes in their audio conferences.

After you have selected all of the above information, click on the *Run Report* button on the right side of the screen.

Account * MeetingOne USA Start Date 2011-02-13
 Room * All End Date 2011-05-13
 Billing Code

Run Report
 Export as Excel
 Export as PDF

This will return a report based on search criteria. To view conference data for a specific conference room from the list, click on the *Room Number* and a report for that specific room for the selected date range will be displayed. If you'd like to drill down further and view data from a single conference, click on the date of the conference you wish to view. This will show a list of all callers that joined the call and accumulated time.

At any time, you can click on the *Up* button to return to the prior level of detail.

Home Account Profile Recordings **Reports** Rooms (6) Sub-Accounts (0) User Profiles (1)

Account * MeetingOne - Trial for Public Toll Free Start Date 2011-02-17
 Room * End Date 2011-05-17
 Billing Code

Run Report
 Export as Excel
 Export as PDF

Date	Time	Room	Count	Type	Billing Code	Length (in Min.)	Accum. Min.
Up							
4/28/2011	2:11:57 PM	9263142	1	MO_PTRIAL		0.7	0.5
4/28/2011	2:13:33 PM	9263142	1	MO_PTRIAL		1.3	1.1
4/28/2011	2:15:26 PM	9263142	1	MO_PTRIAL		1	0.8
5/3/2011	1:17:50 PM	9263142	1	MO_PTRIAL		0.9	1.1
5/6/2011	11:16:57 AM	9263142	2	MO_PTRIAL		18.3	38.7
5/11/2011	12:57:21 PM	9263142	2	MO_PTRIAL		63.6	120.7
5/12/2011	12:58:06 PM	9263142	2	MO_PTRIAL		16.6	30.8
5/13/2011	11:09:43 AM	9263142	2	MO_PTRIAL		17.2	29.3
5/13/2011	11:31:28 AM	9263142	4	MO_PTRIAL		18.2	69.8

Download Report Details

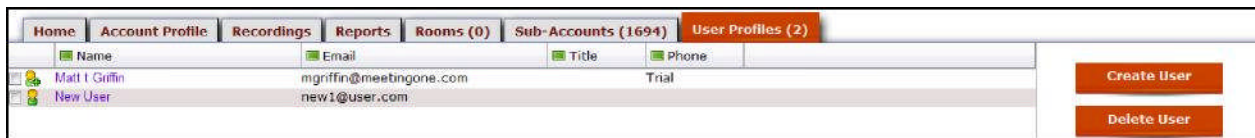


MeetingOne

Details can be exported to an Excel or PDF file. The page you are currently viewing will be exported, so if you wish to export the single conference view (most detailed report), you will need to drill down to that level before clicking on the Export button.

ADD NEW USER

The Account Admin can add or remove users through the *User Profiles* tab. The *User Profiles* tab will display a list of all existing users, both End Users and Account Admins.



To create a new user, click on the *Create User* button on the right side of the screen. A pop up will appear labeled *User Properties*.

User Properties

Info Roles

First Name*

Last Name*

Email*

Password*

Confirm Password*

Save Cancel

There are two tabs in the *User Properties* window. The *Info* tab requires a first and last name, an email address, and a password. The new user's username is their email address. The password must be alphanumeric, at least 6 digits, and must contain at least one upper and one lower case letter. Once you have filled in all of the user info, click on the *Roles* tab.

Contact Properties

Info Roles

Assign Roles

Role: ADMIN - ACCOUNT Level

Scope: MeetingOne USA

Ok Cancel

Add Delete Save Cancel



MeetingOne

Click on the *Add* button at the bottom of the window. An *Assign Roles* pop up will appear. From this pop up you need assign the new user a role. You can choose a role that exists at your account level, or anywhere below your account level. For example, you can assign the new user a role for a specific audio room under your account. The new user will only be able to log into the portal and view the audio room information for the room you have assigned them to. If you choose to assign them the Account Admin role for the account you are logged in as, they will have the same functionality in Online Account Management as you do. See the Roles section of this guide for more info on roles.

Once you have assigned the role(s) you wish to assign to the new user, click on the *Save* button. This will create the new user. The new user will appear in the list of existing users on the *User Profiles* tab.

EDIT EXISTING USER

Users can also be edited from this tab by clicking on their name. You can change their name, change their email address, reset their password, and add or remove. Note: If you change their email address, their username is changed since their email address is their username.

DELETE EXISTING USER

You can also delete users from the *User Profiles* tab. To delete a user, simply click on the checkbox to the left of their name and click on the Delete User button on the right side of the screen.



You will see a message appear asking if you are sure you want to delete the selected users. Click on the *Ok* button to delete the user.



MY PROFILE BUTTON



MeetingOne

The *My Profile* button is where the user can change their profile information, reset their password, or remove any default roles they may have set.

ADDITIONAL USER INTERFACE FEATURES

CHANGE ROLE

The *Change Role* link is located at the top center of the screen. This link only appears to users who have both an Account and End User role. This link brings up a window that allows the user to toggle the role they are logged in as.

If a user has multiple End User roles, they will not see the *Change Role* link. Instead, they will see a dropdown in the upper left corner of the screen that shows audio room numbers they have access to. Select the room to be view and click the button labeled *Go To*, and the room view for the selected room will appear.



MeetingOne